

## WHAT'S

keeping staff informed &amp; current

## Serving others a lifetime goal

**G**rowing up, Josephine Mina, RN, always knew that she wanted a career that would allow her to help people.

Today, she is living that dream as Clinical Services Coordinator for HCA's Orange County Breast Cancer Partnership and is earning high marks for her efforts to promote breast health and breast cancer early detection.

Josephine received her Bachelor of Science Degree in Nursing from Mount St. Mary's College and began her career in nursing at Children's Hospital of Los Angeles, where she worked in the bone marrow transplantation unit. In 1990, she accepted a position with HCA's Public Health Field Nursing Program, where she worked for more than seven years. About two and a half years ago, she moved to the Breast Cancer Partnership, where she maintains a network of more than one hundred health care providers participating in the Breast Cancer Early Detection Program (BCEDP). "I really wanted to explore different areas of health care, and this position opened up,"

said Josephine. "I found the opportunity attractive for several reasons, including the chance to serve in a supervisory capacity."

In addition to BCEDP, the partnership also coordinates two other programs. In September 2000, the partnership began coordinating referrals from Public Health Clinics for women who are in need of additional breast health diagnostic services.

Josephine stated, "These are usually women 39 years of age and younger who need mammograms, ultrasound examinations or biopsies. After the need was identified we worked closely with the Susan G. Komen Foundation to obtain funding for these services. Because these things can be very expen-



sive, many women weren't able to follow through. Now, they are able to receive a diagnosis, and we know of at least two

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## Employees honored for service and accomplishments

**T**he year was 1970. IBM introduced the floppy disk. Paul McCartney left The Beatles. Monday Night Football debuted. The cost of mailing a letter was six cents. And Eva Perez-Davis began her career with the Orange County Health Care Agency. Her 30-years of service was honored along with 57 other HCA employees who have reached milestones in their careers with the County of Orange at an Employee Recognition reception held January 17 at the old County Courthouse.

Eva Perez-Davis began her HCA career with the Public Health Field Nursing Program and now serves as a Case Manager for the Maternal, Child and Adolescent Health (MCAH) Program in the Family Planning clinics. In presenting the 30-year service award, HCA Interim Director



*HCA Interim Director Julie Poulson with 30-year employee Eva Perez-Davis.*

Julie Poulson described Eva as "providing care and services with the utmost professionalism and empathy." The 58 employ-

ees recognized for their service to the County of Orange total 690 years of experience.

Several special presentations also highlighted the employee recognition ceremony. CYS-Project Together Service Chief Sharon Modaff accepted the 2000 California State Association of Counties Merit Award given the program. Project Together was selected for recognition from among 162 entries covering 33 counties. HCA United Way coordinator Nancy Robins received an award from the county's United Way steering committee. HCA was recognized for raising the largest amount of money from special events (\$11,663). Animal Care Services (ACS) Assistant Director Hal Maloney was honored for his contributions to ACS, including his service as Interim Director

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# TECH TALK

## Improving your e-mail etiquette and effectiveness

By HCA Information Technology

**I**n this, the age of global communication, the use of e-mail has become more popular than ever before in both the work place and in our personal lives. The more we rely on it, the more necessary it becomes to us, and perhaps the more we take it for granted. The following helpful hints and simple points of etiquette will help you to be more effective when using e-mail.

### ETIQUETTE COUNTS

Always answer your e-mail from known sources, but be careful with the use of "Reply to all" here at work, for you may be including the "world", which puts a tremendous strain on the Enterprise Network. NEVER TYPE IN ALL CAPS. It gives the reader the impression that you're yelling at them. Use a signature file. This is a small block of text that automatically follows each e-mail you send. Consider it your virtual business card. It should contain your full name, affiliation and phone number. It will let people know exactly who it is that is writing to them.

### GET TO THE POINT

Always try to use a meaningful, specific subject line, pertinent to the message itself. If it is about a meeting, introduction, opportunity, or a specific date, put it in the subject line. Avoid leaving the subject line blank, or using vague subject lines such as, "Hello", "Hi", or "Request". The main message of the e-mail should be as specific as possible. If you are requesting some action on the part of the recipient, make sure that it is clearly stated. Keep the history. This is especially helpful when an exchange goes back and forth several times, or over the course of several days.

### KEEP YOUR COOL

Never immediately respond to e-mail that makes you angry or upset. Always allow yourself as much time as you need to compose yourself before you compose something you'll regret later. Always give the note a final read before sending, and try to view it from the point of view of the recipient.

### BEWARE OF ATTACHMENTS

When sending attachments, be sure the message of the e-mail explains what it is and what it's about. These days, a common way to distribute viruses is by e-mail attachment, therefore, **never, ever** open an e-mail attachment that isn't specifically described and intended for you. While the basic rule of "Never open an attachment from someone you do not know" still holds true, even people you do know can inadvertently send you a virus or even worse, fall prey to a virus that attacks their e-mail address book and distributes itself to everyone in it! Do not open attachments unless you are expecting them and you are absolutely sure of what it is.

### A FINAL WORD

Always use the spell check feature. Why not give the best impression you can! Follow these pointers, and you'll be well on your way!

## MARCH HEALTH OBSERVANCES

National Kidney Month

National Nutrition Month

National Social Work Month

National Poison Prevention Week . . . . . March 21-27

American Diabetes Day . . . . . March 23

World Tuberculosis Day . . . . . March 24

Doctor's Day . . . . . March 30

## Compliance Code under development

**A** broad cross section of the Health Care Agency is represented on a special committee working to draft one of the most important elements of the Agency's Compliance Program.

The Code of Conduct Development Committee is drafting a document that will serve as an invaluable reference for all HCA staff members. According to HCA Chief Compliance Officer David Riley, "We see the Code of Conduct as the cornerstone of our entire Compliance program. It will provide HCA employees with a summary of the standards established to help make our Compliance program a success and will identify the resources available to employees to obtain additional information or clarification of those standards."

Members of the Code of Conduct Development Committee are:

- Kelli Aguero, Environmental Health
- Lisa Bauer, Human Resources
- Jayson Benbrook, Contract Development and Management Services
- Margi Brothers, Behavioral Health Children & Youth Services
- Yvonne Cervantes, Public Health AIDS Surveillance
- Lynne Lindberg, Behavioral Health Adult Outpatient
- Maria Macias, Office of Quality Management
- Kathleen Parris R.N., Public Health Field Nursing
- Nancy Redler R.N., Correctional Medical Services
- Rita Rossow, Animal Care Services
- Martha Soriano, Accounting
- Sheela Surapaneni, M.D., Behavioral Health Alcohol and Drug Svcs.
- Gerald Wagner, M.D., Public Health
- Penny Weismuller, Dr. P.H., Public Health Disease Control
- Ruth Zamora, Assistant Compliance Officer

The committee began its work in January and will complete development of the Code during the first quarter of 2001. Remember, if you have questions about the Compliance Program, you can contact the Office of Compliance by telephone or e-mail.

- David Riley, Chief Compliance Officer (714) 834-4422

e-mail:

[DRiley@hca.co.orange.ca.us](mailto:DRiley@hca.co.orange.ca.us)

- Ruth Zamora, Assistant Compliance Officer (714) 834-3154

e-mail:

[rzamora@hca.co.orange.ca.us](mailto:rzamora@hca.co.orange.ca.us)

## Josephine Mina

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women who have been diagnosed with breast cancer." The third program is the Breast Cancer Treatment Fund, which provides care to low income women and men over 18 years of age.

Breast Cancer Partnership Project Coordinator Raul Sobero says Josephine's efforts have resulted in Orange County having one of the highest rates of provider program satisfaction and lowest rates of denied claims among BCEDP providers in the state. But this achievement has not been without significant effort to build and maintain the network. According to Josephine, "Most providers are open to participating in the screening process and referring women for additional services. However, we only have a few medical facilities that are willing to offer treatment. That's because treatment is very expensive and there is significant liability for the provider in breast cancer treatment." Josephine feels very strongly that if we provide screening services, we also need to provide treatment. "That's why we work to get more providers to open up to our programs and stay open to our patients." In addition to the effort to recruit additional providers, Josephine visits all of the program's current providers at least once a year. During these visits, she offers technical support including continuing education and training for the providers and their office staff to make sure both they and their patients get the most out of the program.

Josephine's goal is to reach women eligible for Breast Cancer Partnership programs as early as possible to ensure they have access to diagnosis, treatment and aftercare services, such as support groups. And her motivation is very personal. "If anything would ever happen to someone in my family or a friend, I would want someone to do this for them. The women I am helping are someone's mother, daughter, sister or friend. I would want someone to do the same thing for someone I care about."

The Chief of the California Department of Health Services Cancer Detection Section recently recognized Josephine for her contributions in preparing statewide meetings for the Early Detection Program. She also participates in orientation sessions for newly hired Clinical Services Coordinators from across the state, sharing her knowledge. "We have some very innovative programs in Orange County," Josephine stated. "By sharing what we are doing here, we might give another program an idea that will help women in their area." She is also the

## Continued electricity conservation urged

**A**s the record setting string of Stage 3 power emergencies continues in California, reminders have been issued by County Executive Officer, Dr. Michael Schumacher, and HCA Interim Director, Julie Poulson, on the importance of taking all possible energy conservation measures.

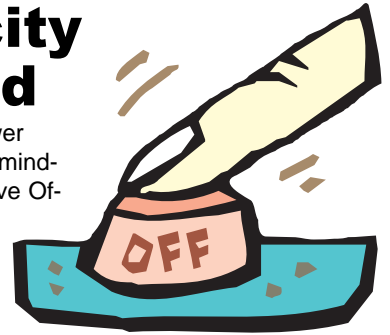
Recommended measures include eliminating the use of non-essential electrical devices or appliances in work areas, such as radios, clocks and coffee makers. Many HCA offices have already taken steps to reduce lighting in areas where work productivity is not affected by lower lighting levels.

Since computers are major consumers of electricity, simply shutting down your computer when you leave your work area for an extended period of time can result in major savings. Many computers have power saving "sleep" settings that will help conserve electricity. HCA Information Technology has also been asked to review possible energy savings related to the use of automated equipment.

With the possibility of rolling blackouts almost a daily consideration, it is essential to review facility emergency evacuation plans so you know a safe route out of your building. The availability of a flashlight is also an important safety consideration in navigating through a darkened office or work area.

By doing our part to reduce power consumption, we can increase the chances of keeping the lights on and ensure HCA can continue providing essential services to the public. If you'd like to share creative energy conservation suggestions, please e-mail them to Vicky Karsten at:

[vkarsten@hca.co.orange.ca.us](mailto:vkarsten@hca.co.orange.ca.us)



### Motivations

"People are always blaming their circumstances for what they are. I don't believe in circumstances."

The people who get on in this world are the people who get up and look for the circumstances they want, and, if they can't find them, make them."

—George Bernard Shaw

first to admit that it takes more than one person to make the Orange County Breast Cancer Partnership a success. "It couldn't be done without our providers, our agencies and all of our staff. Everyone I work with deserves a "Gold Star" because it is definitely a team effort." Josephine's part in that team effort even extends to the community, through her participation in the Susan G. Komen Foundation's annual "Race for the Cure" fundraiser. A quick check of Josephine's calendar revealed the next "Race for the Cure" in Orange County will be September 23<sup>rd</sup>.

Funds raised by the event benefit women referred from Public Health Clinics for breast health diagnostic services. And the race number tacked to Josephine's wall from the 2000 "Race for the Cure" is a pretty good indication she'll be at the starting line again this year.

### WE'RE ON-LINE!

You can check out the latest issues of the Health Care Agency's newsletters by using this URL:

<http://www.oc.ca.gov/hca/newslett.htm>

We will keep current issues on line for a year. Let us know how you like the convenience!

### WHAT'S UP

health care agency  
keeping staff informed & current

**WHAT'S UP** is a newsletter for employees of the County of Orange, CA, Health Care Agency.

**Editors** . . . . . Howard Sutter  
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#### Your Input

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# Fight against tobacco takes to the road

**O**ne of the major public events for HCA's Tobacco Use Prevention Program (TUPP) is just around the corner, with the 4<sup>th</sup> annual "Around the Bay for World No Tobacco Day" set for Sunday, April 29.

The event celebrating healthy living helps to raise funds for tobacco prevention activities throughout Orange County. Starting and ending at the Newport Dunes Resort, the event features a 10 mile run, five kilometer walk and a kids run, allowing people of all ages and ability to participate.

TUPP works with the Orange County Tobacco Use Prevention Coalition to present the "Around the Bay" event which features the Newport Back Bay as a scenic backdrop. Just a look at the pictures from last year's "Around the Bay" shows it's a great event held in a beautiful setting. Participants receive a t-shirt and water bottle and the day's events include entertainment, prizes, educational booths, food and refreshments. More information on the event is available on the TUPP webpage that is a part of HCA's website or by calling (714) 541-1444. Participants can also register on-line at [www.active.com](http://www.active.com). After entering the website, search for the event by the words "Around the Bay" and you'll be directed to detailed registration and event information.



## Who's Who in HR (Part One)

**T**he Health Care Agency Human Resources Division (HCA/HR) team includes: Employee Relations Analysts, Office Support, Professional Development and Training, Recruitment, Volunteer Services, and HR Operations. HCA/HR provides personnel services to over 2,400 employees who are part of HCA's team. Recognizing that our employees are the key to the success of our organization, the HCA/HR team strives to create a working environment that encourages excellence. They endeavor to recruit and retain employees who are professional, knowledgeable and skilled; provide them with ongoing career development and training; assist them with technical/operational advice, and support; and supplement the workforce with dedicated volunteers. Here are some key HR contacts:



### The Team Leaders

Susan McMillan	Human Resources Manager	(714) 834-2869
Dana Bianco	Recruitment Manager	(714) 834-3988
Lisa Bauer	Employee Relations Manager	(714) 834-3918
Kathy Long	Office Manager	(714) 834-3052

### Behavioral Health

Employee Relations Analyst	Paul Wright	(714) 834-4605
	Lisa Bauer	(714) 834-3918
Records Support	Jean Hawkins	(714) 834-3036
Recruiter	Yvette Visciglio	(714) 834-5613

### Institutional Health

Employee Relations Analyst	Becky Robinson	(714) 834-2514
Records Support	Celia Nguyen	(714) 834-6713
Recruiter	Daryl Chamberlain	(714) 834-5136

### Public Health

Employee Relations Analyst	Yvonne Miller	(714) 834-3434
	Paul Wright	(714) 834-4605
Records Support	Tuyet Vuong	(714) 834-3092
Recruiter	Pat White	(714) 834-6119

### Regulatory Health

Employee Relations Analyst	Debbie Miller	(714) 834-5033
Records Support	Celia Nguyen	(714) 834-6713
Recruiter (Part Time)	Mary Hard	(714) 568-5709

**LOOK FOR MORE  
"WHO'S WHO IN HR" IN  
NEXT MONTH'S WHAT'S  
UP!**

# More employee recognition highlights

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during the search for a permanent director. Among his accomplishments, Mrs. Poulson thanked Maloney for his work to improve relationships with the animal care community, contract cities and the ACS advisory board during his service as Interim Director.

In addition, several holiday projects brought special recognition. Certificates were given to Amber Hannigan for the Holiday Hope program, and to Paulette Guyer, Nancy Robins, Karen Hoffman and Karen Schneider for serving as HCA coordinators for Operation Santa Claus.

## 25 YEARS OF SERVICE

*January's Employee Recognition Ceremony also honored two employees achieving 25 years of service to the County of Orange. HCA Interim Director Julie Poulson presented the 25 year Service Awards to Teresa Phan of Behavioral Health Services and Beverly Pasica of Public Health Services.*



## FOR A JOB WELL DONE!

*A large group of Animal Care Services (ACS) employees were present when ACS Assistant Director Hal Maloney received a Certification of Appreciation at January's Employee Recognition Ceremony.*

## PROJECT TOGETHER GETS STATEWIDE AWARD

*Children and Youth Services' Project Together received a 2000 California State Association of Counties Merit Award. Project Together Service Chief Sharon Modaff accepted congratulations from HCA Interim Director Julie Poulson at the January Employee Recognition event.*





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## New ACS Director welcomed with reception

**M**ore than one hundred people turned out January 17 to welcome Dr. Julie Ann Ryan Johnson to her new role as Director of Animal Care Services.

The reception held at the Old Orange County Courthouse allowed representatives of the animal care community, the general public and county government a chance to meet Dr. Ryan-Johnson, who began her new duties in December. Board of Supervisors Chair Cynthia Coad and Fifth District Supervisor Thomas Wilson were among many public officials in attendance. County Executive Officer Michael Schumacher also spoke about the recent accomplishments of Orange County Animal Care Services (ACS), including an increase in adoptions and the highly popular ACS website at [www.ocpetinfo.com](http://www.ocpetinfo.com).

Special guests in attendance included Dr. Ryan Johnson's husband, Gary Johnson, D.V.M., and her parents, Mr. and Mrs. Joseph Ryan of San Juan Capistrano.



*ACS Director Dr. Julie Ann Ryan Johnson listens to a presentation with her husband, Dr. Gary Johnson, and her parents, Mr. and Mrs. Joseph Ryan.*

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## Lives turned around by BHS program for women

**M**onths and, in some cases, years of effort to overcome substance abuse culminated January 10 in a graduation ceremony for participants in the Perinatal/Parents, Partners and Families Treatment Program of Behavioral Health Services.

The event held in the historic Courtroom of the Old County Courthouse honored 26 women who successfully completed treatment programs at clinic locations in Santa Ana, Westminster and Aliso Viejo. This was the first combined graduation ceremony for participants from all three clinics and three additional graduations are scheduled for 2001.

Each of the women had the opportunity to address the audience about the challenges they have overcome and the difference the program has made in their life and in their family. Program therapists also offered congratulations to each of the graduates in attendance, testifying to their achievements in overcoming addiction to alcohol or drugs. Many family members also joined in the celebration.

Orange County Board of Supervisors Chair Cynthia Coad served as guest speaker, providing examples from her own life on the keys to success. Chair Coad even mentioned the graduation in her "State of the County" address to the Board of Supervisors, calling it "one of the most inspiring occasions of my life."



*Board of Supervisors Chair Cynthia Coad offers her congratulations to the women graduating from the Perinatal/Parents, Partners and Families Treatment Program. Pictured at the left are Tom Coad and HCA Interim Director, Julie Poulson.*



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## CULTURAL COMPETENCY SALUTE

HCA's Cultural Competency Program honored Jose Luis Valle-Ochoa with the "Spotlight on Excellence" Award at the January Mental Health Board meeting. Valle-Ochoa is a mental health specialist with Behavioral Health Alcohol and Drug Abuse Services. Pictured here are Veronica Kelley, Manager, Cultural Competency; Doug Barton, Deputy Agency Director/Behavioral Health Services; Mr. Valle-Ochoa; and Rafael Canul, Director of Training, Cultural Competency. The award is given to an individual who exemplifies cultural competency by treating both consumers and colleagues with respect and sensitivity.